

Membership FAQ's

How do I change the address and/or telephone information on my membership?

Set up your account at member account online at:

<https://www.spectrumonline.net/V6/Login/LoginMember.aspx> you will then be able to change all personal information.

How do I change my billing account?

Set up your account at member account online at:

<https://www.spectrumonline.net/V6/Login/LoginMember.aspx> you will then be able to change bank information or credit card information, plus view all transactions.

How do I stop the billing on my account and just get a bill in the mail?

In order to maintain an active membership, all of our memberships must have an account provided from which we can draft your monthly membership dues. However, if you do not want your dues to debit from the account we have on file, you can make a payment at West Hills Athletic Club for the next month's dues by the last day of the current month. Example: If you don't want your checking account debited or your credit card charged for the August 1, 2008 dues, make your payment at the club by July 31, 2008.

How do I add/drop a member?

If you are the lead/primary member you can add members at any time throughout your membership. You can drop members if you have completed the initial agreement period. To add/drop members contact a membership advisor at (269) 387-0410 or e-mail wh-membership@wmich.edu. You will need to sign a form for the add/drop to take effect.

How do I cancel my membership?

If you are the lead/primary member, you can:

- 1) **GO** into West Hills Athletic Club and complete a written notice to cancel your membership. Forms are available at the membership desk.
- 2) **MAIL** your request to West Hills Athletic Club by certified mail with a return receipt request.
- 3) **FAX** your request to (269) 387-0455. If you fax your request, you must call to follow up with a membership advisor to ensure your fax was received.

Cancellations are not accepted via e-mail. Your cancellation will always be effective on the first day of the following month. Example: If you cancel on July 5, 2008 your cancellation will be effective August 1, 2008.